### The 2015 Annual User Education Conference

<table>
<thead>
<tr>
<th>Date</th>
<th>Time</th>
<th>Event</th>
</tr>
</thead>
<tbody>
<tr>
<td>Sunday, June 28, 2015</td>
<td>5:00 pm to 7:00 pm</td>
<td>Early Registration</td>
</tr>
<tr>
<td>Monday, June 29, 2015</td>
<td>6:30 am to 12:30 pm</td>
<td>Deep sea fishing excursion</td>
</tr>
<tr>
<td></td>
<td>8:00 am</td>
<td>18th Annual CSA Golf Tournament – Peninsuala Golf Club</td>
</tr>
<tr>
<td></td>
<td>10:00 am to ...</td>
<td>Waterville USA</td>
</tr>
<tr>
<td></td>
<td>8:00 am to 7:00 pm</td>
<td>Registration Desk open</td>
</tr>
<tr>
<td></td>
<td>8:15 am to 9:45 am</td>
<td>Pre-Conference Session 1: Orbit CMB 101</td>
</tr>
<tr>
<td></td>
<td>10:00 am to 11:30 am</td>
<td>Pre-Conference Session 2: Orbit DFMS 101</td>
</tr>
<tr>
<td></td>
<td>1:00 pm to 1:40 pm</td>
<td>Pre-Conference Session 3: Orbit Meter Management Preview</td>
</tr>
<tr>
<td></td>
<td>1:45 pm to 2:45 pm</td>
<td>Pre-Conference Session 4: Complete Review of Integrations between CSA and third-party vendors</td>
</tr>
<tr>
<td></td>
<td>2:30 pm to 4:30 pm</td>
<td>Tech Board Meeting</td>
</tr>
<tr>
<td></td>
<td>3:00 pm to 3:40 pm</td>
<td>Pre-Conference Session 5: UtiliTrak’s AMI Interface - See Where the Gremlins Are Affecting Your Electric Distribution Network</td>
</tr>
<tr>
<td></td>
<td>3:45 pm to 4:45 pm</td>
<td>Pre-Conference Session 6: TVA Rate Restructuring – What It Looks Like and What It Means To You</td>
</tr>
<tr>
<td></td>
<td>5:00 pm to 6:00 pm</td>
<td>Welcome Reception</td>
</tr>
<tr>
<td>Tuesday, June 30, 2015</td>
<td>7:30 am to 7:00 pm</td>
<td>Registration Desk open</td>
</tr>
<tr>
<td></td>
<td>7:30 am to 8:00 am</td>
<td>Breakfast</td>
</tr>
<tr>
<td></td>
<td>8:15 am to 9:30 am</td>
<td>General Session 1: Welcome / Keynote Speaker</td>
</tr>
<tr>
<td></td>
<td>9:30 am to 10:00 am</td>
<td>Break in Vendor Room</td>
</tr>
<tr>
<td></td>
<td>10:00 am to Noon</td>
<td>General Session 2: CSA Review / Preview &amp; Employee Benefits Panel</td>
</tr>
<tr>
<td></td>
<td>Noon to 1:00 pm</td>
<td>Special Recognition Lunch</td>
</tr>
<tr>
<td></td>
<td>1:00 pm to 2:00 pm</td>
<td>Breakout Session 1A: Review of Balancing Procedures Part 1 - Balancing Cash</td>
</tr>
<tr>
<td></td>
<td>1:00 pm to 2:00 pm</td>
<td>Breakout Session 1B: Booking Pension Liabilities for Munies</td>
</tr>
<tr>
<td></td>
<td>2:30 pm to 3:30 pm</td>
<td>Breakout Session 2A: Review of Balancing Procedures Part 2 - Balancing Month End and Stats</td>
</tr>
<tr>
<td></td>
<td>2:30 pm to 3:30 pm</td>
<td>Breakout Session 2B: Now That You Have All of That Data ...</td>
</tr>
<tr>
<td></td>
<td>3:30 pm to 4:00 pm</td>
<td>Ice Cream Break</td>
</tr>
<tr>
<td></td>
<td>3:30 pm to 5:00 pm</td>
<td>411 M<em>A</em>S*H – Member Application Support &amp; Help</td>
</tr>
<tr>
<td></td>
<td>5:00 pm to 6:00 pm</td>
<td>Reception in Vendor Room</td>
</tr>
<tr>
<td>Wednesday, July 1, 2015</td>
<td>7:30 am to 4:00 pm</td>
<td>Registration Desk open</td>
</tr>
<tr>
<td></td>
<td>7:30 am to 8:00 am</td>
<td>Breakfast</td>
</tr>
<tr>
<td></td>
<td>8:15 am to 10:15 am</td>
<td>General Session 3: Utility/Partner Presentations</td>
</tr>
<tr>
<td></td>
<td>10:15 am to 10:45 am</td>
<td>Break in Vendor Room</td>
</tr>
<tr>
<td></td>
<td>10:15 am to 12:15 pm</td>
<td>Insurance and Retirement Committee Meeting – (BoD Members only)</td>
</tr>
<tr>
<td></td>
<td>10:45 am to 11:50 am</td>
<td>Breakout Session 3A – Special Needs and Reporting for Non-TVA Utilities</td>
</tr>
<tr>
<td></td>
<td>10:45 am to 11:50 am</td>
<td>Breakout Session 3B – TVA Service Practice Policies (SPP) Update</td>
</tr>
<tr>
<td></td>
<td>Noon to 1:00 pm</td>
<td>Lunch</td>
</tr>
<tr>
<td></td>
<td>1:00 pm to 4:00 pm</td>
<td>Board of Directors Meeting – (BoD only)</td>
</tr>
<tr>
<td></td>
<td>1:00 pm to 3:00 pm</td>
<td>Breakout Session 4A – UtiliSuite Update – Google Interface, Staking, Map Viewing on a Tablet or Smartphone</td>
</tr>
<tr>
<td></td>
<td>1:00 pm to 1:50 pm</td>
<td>Breakout Session 4B Part 1 – Orbit DFMS/Orbit Works Update</td>
</tr>
<tr>
<td></td>
<td>2:00 pm to 2:50 pm</td>
<td>Breakout Session 4B Part 2 – Orbit CMB Update</td>
</tr>
<tr>
<td></td>
<td>2:00 pm to 2:30 pm</td>
<td>Cookie Jar Break</td>
</tr>
<tr>
<td></td>
<td>3:00 pm to 5:00 pm</td>
<td>411 M<em>A</em>S*H – Member Application Support &amp; Help</td>
</tr>
<tr>
<td></td>
<td>3:15 pm to 4:15 pm</td>
<td>Breakout Session 5A – SSAE16 Audit Standards. What in the world is the Information Security auditor looking at?</td>
</tr>
<tr>
<td></td>
<td>3:15 pm to 4:15 pm</td>
<td>Breakout Session 5B – Withholding for Garnishments, Levies, Child Support Orders</td>
</tr>
<tr>
<td></td>
<td>6:30 pm to 9:30 pm</td>
<td>Breakfast</td>
</tr>
<tr>
<td>Thursday, July 2, 2015</td>
<td>7:30 am to 8:00 am</td>
<td>Breakfast</td>
</tr>
<tr>
<td></td>
<td>8:15 am to 10:15 am</td>
<td>General Session 4: CSA Reports &amp; Quiz the Crew</td>
</tr>
</tbody>
</table>
The 2015 Annual User Education Conference

Table of Contents

Table of Contents .......................................... 1
Special Committees ....................................... 2
From the President ....................................... 3
Board of Directors ........................................ 4
From the General Manager ...........................  5
Pre-Conference Events ................................ 7
Monday Sessions ......................................... 7
Tuesday Agenda ........................................ 10
Wednesday Agenda ................................... 12
Thursday Agenda ....................................... 16
Notes .......................................................... 17
CSA's Team in Attendance ......................... 18
Schedule at a Glance ..................................... 21

Vanguard Alliance, a division of CSA, welcomes you to CSA's Annual User Conference! Vanguard Alliance was created as a way to distinguish between CSA's core computer services and other items that have been billed on the CSA invoice.

Visit each of our participating vendors to receive your passport stamp. Collect stamps from ALL of the vendors and return your completed Vendor Passport for the chance to win an iPad Mini!

Vendor Booths are open Tuesday, June 30 from 9:30 am to 6:30 pm and Wednesday, July 1 from 7:45 am to 8:30 am and 10:15 am to 3:30 pm.

Don't miss the Utility/Partner Presentations Wednesday from 8:15 - 10:15 am.

About the Cover: Gears - This year's theme is gears, another good analogy for our organization. Every person, every utility, every product or service is a gear that has to turn in sync to move the Association forward. Alone, a single gear spins aimlessly, unable to affect change. It is only when all of these singular gears are brought together and united in action that change, growth and movement can be gained. At CSA, every gear is a valuable piece that contributes to the direction of the whole. Each problem and each solution is an opportunity to oil the gears that move us into the future.

This Annual User Education Conference is our opportunity to bring all the pieces together in one place and define who we are and what direction the Association is going to travel. It is a time to define ourselves as members by our participation in the processes, an opportunity to bring our industry and individual issues to the forefront, and a chance to share in the creation of solutions to benefit the completed whole - a task made stronger by each and every gear meshing harmoniously together.

About the Cover: Gears - This year's theme is gears, another good analogy for our organization. Every person, every utility, every product or service is a gear that has to turn in sync to move the Association forward. Alone, a single gear spins aimlessly, unable to affect change. It is only when all of these singular gears are brought together and united in action that change, growth and movement can be gained. At CSA, every gear is a valuable piece that contributes to the direction of the whole. Each problem and each solution is an opportunity to oil the gears that move us into the future.

This Annual User Education Conference is our opportunity to bring all the pieces together in one place and define who we are and what direction the Association is going to travel. It is a time to define ourselves as members by our participation in the processes, an opportunity to bring our industry and individual issues to the forefront, and a chance to share in the creation of solutions to benefit the completed whole - a task made stronger by each and every gear meshing harmoniously together.
Welcome

The staff of CSA would like to thank the following members of the Annual User Education Conference Advisory Committee. Their input and enthusiasm was invaluable as we constructed this year’s agenda.

- Kristie McAdoo - Mayfield Electric, Water and Sewer
- Mike Bernsen - Columbus Light and Water
- Scott Albertson - Rockwood Electric
- Michelle Sadler - Harpeth Valley Water District
- Randy Clifford - West Kentucky RECC

The staff of CSA would like to recognize the following members of the Technology Board and the Utility Development Group. These groups have set the course for the Association as we move into a brighter future.

Technology Board
- Walt Vineyard - Cleveland Utilities
- Marty Ivy - Mayfield Electric & Water
- Sean McGrath - Alcorn County EPA
- Mike Baughn - JEA
- Clark Rucker - Morristown Utilities Commission
- Charla Burnette - Lexington Electric
- Todd Loggins - Clinton Utilities Board
- Erik Brinke - Blue Ridge Mt. EMC
- Dan Hicks - Middle TN Natural Gas
- BJ Bernard - Dickson Electric Dept.
- Billy Gordon - Southwest TN EMC
- Steven Dyer - CSA Chief Technology Officer / Facilitator
- Emily Sullivan - CSA Organizational Assistant / Administrator

Utility Development Group
- Dwayne Long - Blue Ridge Mt. EMC
- Shane Lawson - Cleveland Utilities
- Mike Fawbush - Morristown Utilities Commission
- Jason Morse - Middle TN Nat. Gas
- Roxane Coats - JEA
- Richard McConnell - Blue Ridge Mt. EMC
- Josh Allen - CSA Developer Manager
- Steven Vallarian - CSA Information Systems Manager

Keith McPeak
Vice President - Business Services
kmcpeak@csa1.com
662-407-2634

Charley Ray
VAR Coordinator, Business Development Support
cray@csa1.com
662-407-2233

Jeffrey Newell
Senior Information Systems Representative
jnewell@csa1.com
662-407-2633

Roger Smith
Chief Business Development Officer
rsmith@csa1.com
662-407-2615

Polly Pund
Project Coordinator – System Implementation
ppund@csa1.com
662-407-2628

Russ Talley
Information Systems Representative
rtalley@csa1.com
662-402-2624

Wallace “Speedy” Quandt
System Group Mgr
wquandt@csa1.com
662-407-2329

Patty Turk
Executive Assistant
pturk@csa1.com
662-407-2217

Tom Underwood
Chief Executive Officer
General Manager
tunderwood@csa1.com
662-407-2213

Tim Rader
Regional Account Manager
trader@csa1.com
423-458-0669
To Our Members

Innovation never stops! Not in our space as utility leaders and not in CSA's area of expertise... Information Technology. This innovation drives a symbiotic relationship between the two entities. Never in the past has the relationship between member utilities and CSA been closer, more dynamic or more important. Working together, the Association's employees and the member utility employees map out and execute the programs needed to meet the demands of technological and regulatory change. As our member-owned association, the culture and passion for service at the utilities is engrained in the culture and passion for service at CSA. In this way, Central Service Association is much more than a vendor, they are a partner that operates as an extended resource base for its members.

Please allow me to take a moment to thank all of the employees of Central Service Association, both past and present, for their dedication to CSA. Their leadership, professionalism and hard work continues to move this Association to new heights. As you will see in the following pages, new systems, new services, enhancements to existing products, and the innovative use of new technologies have placed your Association at the forefront of the industry. I encourage each member to consider CSA's full range of offerings.

I also invite you to consider CSA's employee benefit programs. Your Board members are constantly reviewing and adapting these plans to better meet the requirements of your unique employee management needs.

Sincerely,

BOARD OF DIRECTORS
CENTRAL SERVICE ASSOCIATION

William W. Long
Past President

Central Service Association elected new officers at the Annual Stockholder Meeting held May 19, 2015 in Chattanooga, Tennessee. Executives for the 2016 Board of Directors are:

New President
Mr. Mike Manning,
Manager,
Cullman Power Board
Cullman, AL

New Vice President
Mr. Greg Fay,
Manager,
Clinton Utilities Board,
Clinton, TN

Mr. William W. Long
Manager
Tombigbee Electric Power Association
Tupelo, Mississippi

Richard Adams
Chief Member Services Officer
radams@csa1.com
662-407-2616

Josh Allen
Developer Manager
jallen@csa1.com
662-407-2470

Scott Freeman
Vice President - Sales
sfreeman@csa1.com
662-407-2632

J. Skip Hall
MDM Brand Manager
jshall@csa1.com
662-842-5962

Scott Blassingame
Secretary/Treasurer
Chief Financial Officer
Sblassingame@csa1.com
662-407-2214

Crystie Hensley
Web Services Group Manager
chensley@csa1.com
662-407-2493

Mark Herrington
Sr. Vice President - Projects
mherrington@csa1.com
662-407-2635

Debbie Corley
Regional Account Manager
dcorley@csa1.com
662-407-2621

Charles Huddleston
Sr. Vice President - Engineering
chuddleston@csa1.com
662-407-2711

Steven Dyer
Chief Technology Officer
sdyer@csa1.com
662-407-2307

Scott Freeman
Vice President - Sales
sfreeman@csa1.com
662-407-2632

From the Outgoing President

CSA's Team in Attendance

William W. Long
Past President

Richard Adams
Chief Member Services Officer
radams@csa1.com
662-407-2616

Josh Allen
Developer Manager
jallen@csa1.com
662-407-2470

Scott Blassingame
Secretary/Treasurer
Chief Financial Officer
Sblassingame@csa1.com
662-407-2214

Debbie Corley
Regional Account Manager
dcorley@csa1.com
662-407-2621

Steven Dyer
Chief Technology Officer
sdyer@csa1.com
662-407-2307

Scott Freeman
Vice President - Sales
sfreeman@csa1.com
662-407-2632

J. Skip Hall
MDM Brand Manager
jshall@csa1.com
662-842-5962

Scott Freeman
Vice President - Sales
sfreeman@csa1.com
662-407-2632

J. Skip Hall
MDM Brand Manager
jshall@csa1.com
662-842-5962

Crystie Hensley
Web Services Group Manager
chensley@csa1.com
662-407-2493

Mark Herrington
Sr. Vice President - Projects
mherrington@csa1.com
662-407-2635

Debbie Corley
Regional Account Manager
dcorley@csa1.com
662-407-2621

Scott Freeman
Vice President - Sales
sfreeman@csa1.com
662-407-2632

J. Skip Hall
MDM Brand Manager
jshall@csa1.com
662-842-5962

Crystie Hensley
Web Services Group Manager
chensley@csa1.com
662-407-2493

Mark Herrington
Sr. Vice President - Projects
mherrington@csa1.com
662-407-2635

Debbie Corley
Regional Account Manager
dcorley@csa1.com
662-407-2621

Central Service Association elected new officers at the Annual Stockholder Meeting held May 19, 2015 in Chattanooga, Tennessee. Executives for the 2016 Board of Directors are:

New President
Mr. Mike Manning,
Manager,
Cullman Power Board
Cullman, AL

New Vice President
Mr. Greg Fay,
Manager,
Clinton Utilities Board,
Clinton, TN

Central Service Association elected new officers at the Annual Stockholder Meeting held May 19, 2015 in Chattanooga, Tennessee. Executives for the 2016 Board of Directors are:

New President
Mr. Mike Manning,
Manager,
Cullman Power Board
Cullman, AL

New Vice President
Mr. Greg Fay,
Manager,
Clinton Utilities Board,
Clinton, TN
Board of Directors 2014 - 2015

Front Row (L to R): Scott Hendrix, Mike Manning, Tom Underwood, Bill Long, Scott Blassingame, Matthew Akins, Dave Cross

Back Row (L to R): Bill Rogers, Darrell Gillespie, Jim Hodges, David Crowell, Karl Dudley, Joe Bunch, Greg Fay, Tony Swan, David Smart, David Scarbrough, Dale Vowell

Not Pictured: Robert Bettis

Municipalities ..........................
Mr. David Scarbrough
Manager, Milan Dept. of Public Utilities, Milan, TN
Mr. Dale Vowell
Manager, Hickman Electric Plant Board, Hickman, KY
Mr. Tony Swan
Manager, Amory Electric & Water Dept., Amory, MS
Mr. Robert Bettis
Manager, Sweetwater Utilities Board, Sweetwater, TN
Mr. David Crowell
Manager, Shelbyville Power, Water & Sewer, Shelbyville, TN
Mr. Mike Manning
Manager, Cullman Power Board, Cullman, AL

Cooperatives ..........................
Mr. Greg Fay
Manager, Clinton Utilities Board, Clinton, TN
Mr. Karl Dudley
Manager, Pickwick Electric Cooperative, Selmer, TN
Mr. Dave Cross
Manager, Plateau Electric Cooperative, Oneida, TN
Mr. Joe Van Bunch
Manager, Arab Electric Cooperative, Inc., Arab, AL
Mr. William (Bill) Long
Manager, Tombigbee EPA, Tupelo, MS
Mr. Matthew Akins
Manager, Blue Ridge Mountain EMC, Young Harris, GA

District 8 ...............................
Mr. James Hodges
CEO, Middle TN Natural Gas UD, Smithville, TN

Officers
Bill Long, President
Mike Manning, Vice President
Tom Underwood, General Manager
Scott Blassingame, Secretary-Treasurer

General Counsel
Scott R. Hendrix, Attorney

Central Service Association and the CSA Board of Directors wish to recognize Mr. Karl Dudley and Mr. Tony Swan upon their retirements.

Our grateful appreciation to Karl Dudley in recognition of his five years of faithful service to the Board of Directors of Central Service Association. [2010-2015] Mr. Dudley served on the Strategic Planning Committee.

Replacing them on the 2016 Board will be Mr. Kevin Murphy, Manager, Southwest Tennessee EMC in Brownsville, TN and Mr. Wilson Webb, Manager, Louisville Utilities, Louisville, MS.

NOTES
CSA Family Fun Night @ Perdido Beach Resort
Starting time is 6:30 p.m. – 8:00 dinner beachside
CSA will occupy both beach decks... one deck will have kid activities sponsored by CCS with face painting, henna tattoo’s, hair braids and wraps. The kids will have their own buffet with chicken strips, hamburgers and hot dogs. It wouldn’t be a party without snow cones and cotton candy!

The adults will occupy the larger deck with cool refreshments, an enormous buffet and the Webb Dalton band. Web Dalton is impressive ... he has opened for some prominent people in the music industry like George Strait, Garth Brooks, George Jones, Randy Travis, Travis Tritt and The Romantics, and only scratches the surface of who Webb has worked with over the years. Describing Webb Dalton and his style of music is a cross between Buffett, Haggard, Delbert McCinton & Strait. Webb’s latest CD, “Mine’s Bigger” reveals his diverse style of music and songwriting that has been described as “Rockabilly HonkyTonkin’ RockNRoll”. Although not a fan of being labeled, Webb feels that this description comes pretty close.

For those young at heart, there will be a neon volleyball match and a bonfire on the beach from 8:00 pm to 10:00 p.m. Of course, the bonfire would not be complete without smores! Dress comfortable...come casual and come chill with us on the beach!

*** SPONSOR: MASS MUTUAL
*** REFRESHMENTS SPONSOR: EXCELERON
*** ACTIVITY SPONSOR: CASH CYCLE SOLUTIONS

Thursday, July 2, 2015 ...........................

Breakfast
7:30 a.m. to 8:00 a.m. in Foyer CD
*** BUFFET SPONSOR: VOYA

General Session 4: CSA Reports & Quiz the Crew
8:15 a.m. to 10:15 a.m. in Salon ABCD
The final general session will open with reports from the CSA Academy, your CSA Technology Advisory Board, plus the CFO and CEO reports. After that, we will give you an opportunity to “Quiz the Crew!” Any final questions can be addressed to any of the CSA staff members or – if you are feeling a little shy – we will provide a number for you to text in your question.

One NEW item this year is the 4-1-1 M*A*S*H (Member Application Support & Help) area. Our M*A*S*H unit may not have Trapper John, Hawkeye, Hot Lips Houlihan or Colonel Potter but we will have some of the brightest CSA support staffers on hand to offer their assistance. Got a question? Bring it to the M*A*S*H area. Want to see a product demo? Just stop by the M*A*S*H area. Each afternoon we will have time set aside with experts in Orbit CMB, Orbit DFMS, Orbit Works, Orbit Portals and Mobile Services Orders, Utilisuite, Orbit MDM, and the all new Orbit Cashier available to offer advice and answer questions. Additionally, our expert “system surgeons” will be in and out of the M*A*S*H area all day as their schedule allows; ready to offer assistance as needed.

We brought back the pre-conference sessions with Orbit CMB 101 and Orbit DFMS 101. These Monday sessions were offered last year and proved to be a big hit. We also have a preview session of the newly redesigned Orbit Meter Data Management System. In addition, there are three sessions covering CSA Integrations, Engineering Case Studies and TVA’s Pending Rate Restructuring.

Also returning are the balancing sessions from last year. This year the “Balancing Cash” and “Balancing Stats” sessions will be held in one of the large rooms to accommodate the members interested in expanding their knowledge in these areas.

Beyond that your AUEC Advisory Board has come up with a varied conference curriculum designed to broaden the knowledge base of the attendees.

Once again the schedule includes:

• More breakout sessions
• Sessions that focus on peer-to-peer interaction and not just presentation
• Monday “pre-conference” sessions
• “Working Together” presentations where our member utilities show how they use products from CSA’s Approved Vendors to make their office more productive.
• Special sessions for TVA utilities, non-TVA utilities and broadband/telecom utilities
• “Question the Crew” question and answer session.

From the CEO

In late 2013, a group of five member-utility personnel met in Franklin, Tennessee to help us plan our 2014 edition of the Central Service Association Annual User Education Conference (AUEC). This was the first time we had used a defined group of users to provide input into the format and content of the Annual User Conference. Based on the feedback we received both in person and through the surveys, the results were a smashing success.

This year we continue with a whole new group of five members on the Annual User Education Conference Advisory Board, insuring that we will continue to provide a great value with extensive learning opportunities on a broad range of subjects.

Tom Underwood, CPE
CEO
Central Service Association

In late 2013, a group of five member-utility personnel met in Franklin, Tennessee to help us plan our 2014 edition of the Central Service Association Annual User Education Conference (AUEC). This was the first time we had used a defined group of users to provide input into the format and content of the Annual User Conference. Based on the feedback we received both in person and through the surveys, the results were a smashing success.

This year we continue with a whole new group of five members on the Annual User Education Conference Advisory Board, insuring that we will continue to provide a great value with extensive learning opportunities on a broad range of subjects.

One NEW item this year is the 4-1-1 M*A*S*H (Member Application Support & Help) area. Our M*A*S*H unit may not have Trapper John, Hawkeye, Hot Lips Houlihan or Colonel Potter but we will have some of the brightest CSA support staffers on hand to offer their assistance. Got a question? Bring it to the M*A*S*H area. Want to see a product demo? Just stop by the M*A*S*H area. Each afternoon we will have time set aside with experts in Orbit CMB, Orbit DFMS, Orbit Works, Orbit Portals and Mobile Services Orders, Utilisuite, Orbit MDM, and the all new Orbit Cashier available to offer advice and answer questions. Additionally, our expert “system surgeons” will be in and out of the M*A*S*H area all day as their schedule allows; ready to offer assistance as needed.

We brought back the pre-conference sessions with Orbit CMB 101 and Orbit DFMS 101. These Monday sessions were offered last year and proved to be a big hit. We also have a preview session of the newly redesigned Orbit Meter Data Management System. In addition, there are three sessions covering CSA Integrations, Engineering Case Studies and TVA’s Pending Rate Restructuring.

Also returning are the balancing sessions from last year. This year the “Balancing Cash” and “Balancing Stats” sessions will be held in one of the large rooms to accommodate the members interested in expanding their knowledge in these areas.

Beyond that your AUEC Advisory Board has come up with a varied conference curriculum designed to broaden the knowledge base of the attendees.

Once again the schedule includes:

• More breakout sessions
• Sessions that focus on peer-to-peer interaction and not just presentation
• Monday “pre-conference” sessions
• “Working Together” presentations where our member utilities show how they use products from CSA’s Approved Vendors to make their office more productive.
• Special sessions for TVA utilities, non-TVA utilities and broadband/telecom utilities
• “Question the Crew” question and answer session.
• “Question the Crew” question and answer session. CSA will have key staffers on hand to answer your questions in a group setting and if you don’t like getting up in front of the group to ask your question we will provide a number to send us questions through SMS text messaging.
• And More!

With all that said, I want to thank you for being here today. This is CSA’s primary opportunity each year to share information with our member/owners. It is also a prime opportunity for you and your staff to tap into the knowledge of CSA’s employees and other industry experts. Ask questions, see product demonstrations, explore opportunities offered through our “Affiliated Vendors,” and return to your utility a wiser, better prepared and more motivated employee. Again, we offer you a money-back-guarantee. If you or a staff member do not feel that you got your money’s worth, just tell us and we will refund your conference fees.

Sincerely,

CENTRAL SERVICE ASSOCIATION

Cell-Free Zone: As a courtesy to our presenters and fellow attendees, we ask that pagers and mobile phones be silenced during all sessions. For necessary use of your mobile phone, please step outside the meeting room to an area that will not disturb the other attendees. Thank you.

All events are Business Casual

Please join us in thanking the companies listed on these pages for their generous support. Express your appreciation to representatives wearing the “Sponsor” nametags.

---

Got a Question?
CSA Staff will be onhand to answer your questions, provide advice and offer system demonstrations.

- Orbit CMB
- Orbit DFMS
- Orbit Works
- Orbit Business Portal
- Orbit Customer Portal
- Mobile Service Orders
- Orbit MDM
- Orbit Cashier
- UtiliSuite

Bring it to M*A*S*H!

Tuesday, 3:30 - 5:00 p.m. & Wednesday from 3:00 p.m. - 5:00 p.m.
Breakout Session 3B: TVA Service Practice Policies (SPP) Update
10:45 a.m. to 11:50 a.m. in Salon D
In this session, Teresa Taylor, TVA Regulatory Assurance Staff, will provide an update about the new TVA Service Practice Policies. Why are these policies being updated, and what is TVA’s regulatory role? What do these new policies mean to your utility? What must you have in place to meet these guidelines? After the general presentation Teresa will be available to address specific questions from the audience.

Board of Directors Photograph
12:00 p.m. at the PBR Lobby Registration Desk

Lunch
12:00 p.m. to 1:00 p.m. in Foyer CD

Board of Directors Meeting
1:00 p.m. to 4:00 p.m. in the Board Room (BoD only)

Breakout Session 4A: UtiliSuite Update – Google Interface, Staking, Map Viewing on a Tablet or Smartphone
1:00 p.m. to 3:00 p.m. in Salon D
This session focuses on the latest developments surrounding UtiliSuite, CSA’s suite of GIS solutions for utilities, and will benefit utilities looking to implement a new mapping system or upgrade an existing mapping system as well as utilities that have UtiliSuite installed. See how you can view your utility’s network infrastructure on top of the same maps and satellite images you use on the Internet using UtiliTrak’s Google interface. With the release of UtiliStake see how utilities now have the ability to manage the life cycle of their staking jobs and integrate their staking process within UtiliTrak. Or, if you’re interested in going mobile, see the different ways your utility maps can be viewed from the field using a tablet or smartphone.

Breakout Session 4B / Part 1: Orbit DFMS/Orbit Works Update
1:00 p.m. to 1:50 p.m. in Salon D
The DFMS part of this presentation will cover the coming upgrade to the new version, discussing the changes, enhancements, and providing screen examples to prepare users. WORKS is CSA’s new and improved work order system, and this session will showcase new features, such as enhanced navigation, the bulk close of work orders, and general details of how to create transactions for work orders.

Welcome to CSA’s Annual Users Conference. We have a jam-packed schedule that includes up-to-date information, latest releases, networking between attendees, all accompanied with a whole lot of fun! This program should provide the information you need to plan your activities; but if you need additional information, CSA staff members will be on hand at the registration desk throughout the conference.

Sunday, June 28, 2015

Registration desk will be open for those coming in early for the Funday/Monday activities
5:00 p.m. to 7:00 p.m. in the Perdido Beach Resort Lobby

Monday, June 29, 2015

Let’s Go Fishing!
6:30 a.m. to 12:30 p.m.
Deep sea fishing trip takes guests approximately 20 miles out in the beautiful Gulf of Mexico where the fish are biting. Please arrive at the Perdido Beach Resort dock 15 minutes prior to the 6:30 am departure.

18th Annual CSA Golf Tournament
7:30 a.m.
Join us for a morning of golf at the beautiful Peninsula Golf Club in Gulf Shores. Please arrive and check in no later than 8:00 am (Shotgun Start at 8:30 a.m.). We will be playing a four-person scramble format so that everyone can have an equal chance of winning!
*** LUNCH SPONSOR: CBIZ
*** REFRESHMENT SPONSOR: ATA

Waterville USA
Waterville USA is a 20 acre waterpark and amusement park located ¼ of a mile from the beach in Gulf Shores. CSA has discount admission tickets to Waterville USA’s waterpark which includes all of the water attractions from 10am to 6pm. - 17 water slides, lazy river, wave pool, Shrimp Boat Village, Wa-Wa World, and Flowrider.

Vendor Setup
2:00 p.m. to 4:30 p.m. in Salon EFGH
Pre-Conference Session 1: Orbit CMB 101
8:15 a.m. to 9:45 a.m. in Salon ABC
This session serves the needs of two groups – those currently on Orbit CMB and those moving toward Orbit CMB. First, for those utilities already using Orbit CMB it will serve as a reminder of functionality that is taught but often forgotten soon after the training and conversion process is complete. Users tend to focus on the core windows and functions that they need to complete their assigned tasks and often forget about other basic functionality that could make their job easier. Second, for those not yet on Orbit CMB, this session will provide a preview of the system showing basic navigation, shortcuts, windows, processes and functionality.

Pre-Conference Session 2: Orbit DFMS 101
10:00 a.m. to 11:30 a.m. in Salon ABC
Just like Pre-Conference 1, this session will be valuable to both those attendees already using the Orbit DFMS system and to those soon to make the move to Orbit DFMS. CSA’s comprehensive on-site training at the time of conversion covers a very broad spectrum of topics and users tend to remember the features and functionality that they must remember to do their job. Turnover in employees also contributes to a loss of knowledge about the wide-ranging functionality in the Orbit DFMS system. This session will provide a broad and general overview of functionality in the system and remind users of features they might not be using. And for those about to transition to Orbit DFMS, this session will provide a preview of the system showing basic navigation, shortcuts, windows, processes and functionality.

Pre-Conference Session 3: Orbit Meter Data Management Preview
1:00 p.m. to 1:40 p.m. in Salon ABC
This session will be a 30 minute overview of the new Orbit MDM product with a few minutes left at the end for questions. Central Service Association has completely rewritten the user interface and report builder on the Orbit Meter Data Management system to make it easier to navigate, more powerful and much faster. During this session we will show you some of the “legacy” information presented in new and exciting ways and we will show some of the newly added functionality that will help your utility on many levels.

General Session 3: Utility/Partner Presentations PLUS Bonus Credit Card Information Session
8:15 a.m. to 10:15 a.m. in Salon ABCD
Utility/Partner Presentations – Three of our affiliated vendors have partnered with member utilities to present during our Utility / Partner presentation segment. Exceleron has teamed up with Clinton Utilities Board (Dudley Fagan) and Southwest Tennessee EMC (Phillip Mullins) to share their experiences of how the Exceleron prepay solution has saved money, reduced write-offs and increased customer satisfaction. Integrity Data and Alcorn County EPA (Sean McGrath) will explain how the Integrity Data Email Suite and Payroll What If Calculator enables ACE to better serve its employees. Finally Sensus has paired with Mayfield Electric and Water System to provide a complete, multi-service AMI solution.

Update on the Credit Card Landscape – Due to the questions surrounding the ever-changing world of credit card processing, rules, rates and regulations, CSA has asked Robert Mohon of The Neil Group to share his knowledge of the upcoming changes regarding credit cards and the new “chip” technology. What are “chip” cards and how do they work? Why do we care? What payments are affected? What does the October 1st deadline mean? Also, information to make you aware of the likely ‘pitches’ utility offices will get from salesmen over the next few months and the possible fraud that will ensue when a manager gives up his personal and business info to someone who is pitching a chip card solution - and the Pitchman is really a fraudster.

Insurance and Retirement Committee Meeting
10:15 a.m. to 12:15 p.m. in the Board Room (BoD only)
Break with Vendors
10:15 a.m. to 10:45 a.m. Salon EFGH
Breakout Session 3A: Special Needs and Reporting for Non-TVA Utilities
10:45 a.m. to 11:50 a.m. in Salon ABC
This session is especially designed for non-electric/non-TVA utilities. It provides an opportunity for them to discuss their special needs and offer additional insight into their way of doing business; both with the CSA staff and their peers. Last year the session was moderated by the Member Services staff but this year we will have Technical Services and Applications personnel available to provide a more diverse discussion.
Breakout Session 2B: Now That You Have All of That Data ...
2:30 p.m. to 3:30 p.m. in Salon D

Data. Mountains of data. Through the automation of manual processes and improved data acquisition, a more timely and accurate representation of events are available today – but, only if you can inspect, report and relate that data. The quantity of data that we can get today is so enormous; we simply call it BIG Data. Using diagnostic, predictive and prescriptive analytics, these mountains of data are transformed into manageable information that results in a wealth of organizational value called knowledge – Business Knowledge. This session will reveal some of the significant facts and fundamentals of analytics and how the analytical process is being used to deliver on the promise of improved business and consumer knowledge in the utility industry.

Break with Vendors
3:30 p.m. to 4:00 p.m. in Salon EFGH

*** ICE CREAM SPONSOR: HP

411 M*A*S*H – Member Application Support & Help
3:30 p.m. to 5:00 p.m. in Azure, Coral, and Emerald Rooms and Hallway

The 411 Member*Application*Support*Help is now officially open and staffed. This time is for you to speak with the CSA staff about many of our core products. From CMB to Cashier, from DFMS to WMS/Works, from Business and Customer Portals to Mobile Service Orders, and the UtiliSuite of GIS solutions, our crack team of experts is ready to answer your questions or provide you with a demonstration in a live-system environment.

Pre-Conference Session 4: Complete Review of Integrations between CSA and third-party vendors
1:45 p.m. to 2:45 p.m. in Salon ABC
CSA currently has over 100 separate, active interfaces to internal and third-party companies. This session will discuss the major integrations like AMI, outage and IVR and provide an update on each of these.

Technology Advisory Board Meeting
2:30 p.m. - 4:30 p.m. in the Board Room

Pre-Conference Session 5: UtiliTrak's AMI Interface - See Where the Gremlins Are Affecting Your Electric Distribution Network
3:00 p.m. to 3:40 p.m. in Salon ABC
An advanced metering infrastructure (AMI) system is one of the components that utilities are implementing as part of their Smart Grid infrastructure. Combined with an appropriate communication link, AMI systems now provide electric distribution utilities with a wide range of up-to-date information about their networks. Many AMI systems have the capability to display statuses and alarms in a map view, however for utilities to fully benefit this information needs to be displayed in an environment where utilities can also view and access information about their electric distribution networks. UtiliTrak's AMI interface provides utilities with this capability. Real world use cases from utilities utilizing UtiliTrak's AMI interface will be presented.

Break with Vendors
3:30 p.m. to 4:00 p.m. in Salon EFGH

*** ICE CREAM SPONSOR: HP

411 M*A*S*H – Member Application Support & Help
3:30 p.m. to 5:00 p.m. in Azure, Coral, and Emerald Rooms and Hallway

The 411 Member*Application*Support*Help is now officially open and staffed. This time is for you to speak with the CSA staff about many of our core products. From CMB to Cashier, from DFMS to WMS/Works, from Business and Customer Portals to Mobile Service Orders, and the UtiliSuite of GIS solutions, our crack team of experts is ready to answer your questions or provide you with a demonstration in a live-system environment.

Pre-Conference Session 6: TVA Rate Restructuring – What It Looks Like and What It Means To You
3:45 p.m. to 4:45 p.m. in Salon ABC
In this session, Karen Eagle, TVA Rates Staff, will discuss the changes coming with the October 2015 Rate Redesign. Hear about the updated TVA Cost of Service study, changes to the Wholesale and BCD Retail Rate Schedules, updates to the Valley Commitment Program (VCP) and Small Manufacturing Credit (SMC) programs, and a discussion of the monthly fuel costs (FCA). After the presentation, Karen will be available for questions.

Welcome Reception with Vendors
5:00 p.m. to 6:00 p.m. in Salon EFGH
Join us for a welcome reception. Grab an appetizer and your favorite beverage, meet old friends and stroll among the vendor exhibits.

*** SPONSOR: EXCELERON
Tuesday, June 30, 2015 .........................

Registration Desk Open
7:30 a.m. to 4:00 p.m. in the Perdido Beach Resort Lobby

Breakfast
7:30 a.m. to 8:00 a.m. in Foyer CD

General Session 1: Keynote Speaker and Association Update
8:15 a.m. to 9:30 a.m. in Salon ABCD
- Welcome
- Keynote Speaker – Don Yaeger
Don Yaeger is a nationally acclaimed inspirational speaker, longtime Associate Editor of Sports Illustrated and author of 24 books, eight of which have become New York Times Best-sellers. Don left Sports Illustrated in 2008 to pursue a public speaking career that has allowed him to share stories learned from the greatest winners of our generation with audiences as diverse as Fortune 10 companies to cancer survivor groups, where he shares his personal story. More than a quarter-million people have heard his discussions on “What Makes The Great Ones Great.” He has also built corporate programs on lessons from Great sporting franchises on building Cultures of Success.

Break with Vendors
9:30 a.m. to 10:00 a.m. in Salon EFGH

General Session 2: CSA Review/Preview and Employee Benefits Panel Discussion
10:00 a.m. to 12:00 p.m. in Salon ABCD
CSA Year in Review and Year in Preview – It has been another banner year at CSA with new product development and system enhancements almost across the board. This general session will give everyone a chance to catch up on the exciting changes at CSA including a quick look at the new Orbit Cashier, the redesigned Orbit MDM, assorted interface additions and improvements. Additionally we will give you a glimpse into the future so that you will know what we are working on now.

Employee Benefits Panel Discussion – The landscape for businesses offering – or not offering – employee benefits has changed greatly over the past several years. From the changes to the retirement system brought about by the Enron collapse to the mandates of the Affordable Care Act, the area of employee benefits is full of “gotcha’s” if one does not stay on top of the rules and regulations. One seemingly small mistake can cost an employer thousands of dollars in fines. Our panel of experts from Mass Mutual, CBIZ and Voya Financial will provide you with updates on defined benefit and defined contribution retirement plans; and Bruce Maginnis of Gilsbar will provide an extensive update on the Affordable Care Act. Mr. Maginnis’ report on the ACA will include what has happened so far, what is scheduled for the future, and how all of it could affect your utility.

Special Recognition Lunch
12:00 p.m. to 1:00 p.m. in Foyer CD
Recognizing the contributions of Karl Dudley, Tony Swan and Nora Shumpert.

Breakout Session 1A: Review of Balancing Procedures Part 1 - Balancing Cash
1:00 p.m. to 2:00 p.m. in Salon ABC
Did you know that there are a number of reports and Smartlist queries designed just to make balancing easier? This Review of Balancing Procedures will cover the CMB reports that need to be run daily, and how to balance them to the general ledger in DFMS. It also provides tips on how to find daily outages under certain situations. Along with daily balancing, the class will go over some monthly balancing procedures (Ex: Accounts Receivable, Deposits, Stats, etc.).

Breakout Session 1B: Booking Pension Liabilities for Munies
1:00 p.m. to 2:00 p.m. in Salon D
All governmental employers that participate in a group pension program will likely be required to record the full unfunded liability on their balance sheet in 2015. This session, presented by Winston Truett of Alexander, Thompson, Arnold CPAs, will address various pension programs (such as TCRS, MS PERS, RS of Alabama, etc... and the CSA pension plan) and will provide a walk-through of the process for gathering information and recording the liability on an ongoing basis.

Breakout Session 2A: Review of Balancing Procedures Part 2 - Balancing Month End and Stats
2:30 p.m. to 3:30 p.m. in Salon ABC
This session continues the balancing discussion beyond the daily balancing tasks and into the month-end, statistical and annual balancing procedures. Once again our presentation will cover how to use the system, system reports, Smartlists and spreadsheets to make this process easier and consistently accurate.
**Tuesday, June 30, 2015**

**Registration Desk Open**
7:30 a.m. to 4:00 p.m. in the Perdido Beach Resort Lobby

**Breakfast**
7:30 a.m. to 8:00 a.m. in Foyer CD

**General Session 1: Keynote Speaker and Association Update**
8:15 a.m. to 9:30 a.m. in Salon ABCD
- Welcome
- Keynote Speaker – Don Yaeger

Don Yaeger is a nationally acclaimed inspirational speaker, longtime Associate Editor of Sports Illustrated and author of 24 books, eight of which have become New York Times Best-sellers. Don left Sports Illustrated in 2008 to pursue a public speaking career that has allowed him to share stories learned from the greatest winners of our generation with audiences as diverse as Fortune 10 companies to cancer survivor groups, where he shares his personal story. More than a quarter-million people have heard his discussions on “What Makes The Great Ones Great.” He has also built corporate programs on lessons from Great sporting franchises on building Cultures of Success.

**Break with Vendors**
9:30 a.m. to 10:00 a.m. in Salon EFGH

**General Session 2: CSA Review/Preview and Employee Benefits Panel Discussion**
10:00 a.m. to 12:00 p.m. in Salon ABCD

CSA Year in Review and Year in Preview – It has been another banner year at CSA with new product development and system enhancements almost across the board. This general session will give everyone a chance to catch up on the exciting changes at CSA including a quick look at the new Orbit Cashier, the redesigned Orbit MDM, assorted interface additions and improvements. Additionally, it will give you a glimpse into the future so that you will know what we are working on now.

Employee Benefits Panel Discussion – The landscape for businesses offering – or not offering – employee benefits has changed greatly over the past several years. From the changes to the retirement system brought about by the Enron collapse to the mandates of the Affordable Care Act, the area of employee benefits is full of “gotcha’s” if one does not stay on top of the rules and regulations. One seemingly small mistake can cost an employer thousands of dollars in fines. Our panel of experts from Mass Mutual, CBIZ and Voya Financial will provide you with updates on defined benefit and defined contribution retirement plans; and Bruce Maginnis of Gilsbar will provide an extensive update on the Affordable Care Act. Mr. Maginnis’ report on the ACA will include what has happened so far, what is scheduled for the future, and how all of it could affect your utility.

**Special Recognition Lunch**
12:00 p.m. to 1:00 p.m. in Foyer CD
Recognizing the contributions of Karl Dudley, Tony Swan and Nora Shumpert.

**Breakout Session 1A: Review of Balancing Procedures Part 1 - Balancing Cash**
1:00 p.m. to 2:00 p.m. in Salon ABC
Did you know that there are a number of reports and Smartlist queries designed just to make balancing easier? This Review of Balancing Procedures will cover the CMB reports that need to be run daily, and how to balance them to the general ledger in DFMS. It also provides tips on how to find daily outages under certain situations. Along with daily balancing, the class will go over some monthly balancing procedures (Ex: Accounts Receivable, Deposits, Stats, etc.)

**Breakout Session 1B: Booking Pension Liabilities for Munies**
1:00 p.m. to 2:00 p.m. in Salon D
All governmental employers that participate in a group pension program will likely be required to record the full unfunded liability on their balance sheet in 2015. This session, presented by Winston Truett of Alexander, Thompson, Arnold CPAs, will address various pension programs (such as TCRS, MS PERS, RS of Alabama, etc... and the CSA pension plan) and will provide a walkthrough of the process for gathering information and recording the liability on an ongoing basis.

**Breakout Session 2A: Review of Balancing Procedures Part 2 - Balancing Month End and Stats**
2:30 p.m. to 3:30 p.m. in Salon ABC
This session continues the balancing discussion beyond the daily balancing tasks and into the month-end, statistical and annual balancing procedures. Once again our presentation will cover how to use the system, system reports, Smartlists and spreadsheets to make this process easier and consistently accurate.
Breakout Session 2B: Now That You Have All of That Data ...
2:30 p.m. to 3:30 p.m. in Salon D
Data. Mountains of data. Through the automation of manual processes and improved data acquisition, a more timely and accurate representation of events are available today – but, only if you can inspect, report and relate that data. The quantity of data that we can get today is so enormous; we simply call it BIG Data. Using diagnostic, predictive and prescriptive analytics, those mountains of data are transformed into manageable information that results in a wealth of organizational value called knowledge – Business Knowledge. This session will reveal some of the significant facts and fundamentals of analytics and how the analytical process is being used to deliver on the promise of improved business and consumer knowledge in the utility industry.

Pre-Conference Session 4: Complete Review of Integrations between CSA and third-party vendors
1:45 p.m. to 2:45 p.m. in Salon ABC
CSA currently has over 100 separate, active interfaces to internal and third-party companies. This session will discuss the major integrations like AMI, outage and IVR and provide an update on each of these.

Technology Advisory Board Meeting
2:30 p.m. - 4:30 p.m. in the Board Room

Pre-Conference Session 5: UtiliTrak's AMI Interface - See Where the Gremlins Are Affecting Your Electric Distribution Network
3:00 p.m. to 3:40 p.m. in Salon ABC
An advanced metering infrastructure (AMI) system is one of the components that utilities are implementing as part of their Smart Grid infrastructure. Combined with an appropriate communication link, AMI systems now provide electric distribution utilities with a wide range of up-to-date information about their networks. Many AMI systems have the capability to display statuses and alarms in a map view, however for utilities to fully benefit this information needs to be displayed in an environment where utilities can also view and access information about their electric distribution networks. UtiliTrak's AMI interface provides utilities with this capability. Real world use cases from utilities utilizing UtiliTrak's AMI interface will be presented.

Pre-Conference Session 6: TVA Rate Restructuring – What It Looks Like and What It Means To You
3:45 p.m. to 4:45 p.m. in Salon ABC
In this session, Karen Eagle, TVA Rates Staff, will discuss the changes coming with the October 2015 Rate Redesign. Hear about the updated TVA Cost of Service study, changes to the Wholesale and BCD Retail Rate Schedules, updates to the Valley Commitment Program (VCP) and Small Manufacturing Credit (SMC) programs, and a discussion of the monthly fuel costs (FCA). After the presentation, Karen will be available for questions.

Break with Vendors
3:30 p.m. to 4:00 p.m. in Salon EFGH
*** ICE CREAM SPONSOR: HP

Break with Vendors
3:30 p.m. to 4:00 p.m. in Salon EFGH
*** ICE CREAM SPONSOR: HP

411 M*A*S*H – Member Application Support & Help
3:30 p.m. to 5:00 p.m. in Azure, Coral, and Emerald Rooms and Hallway
The 411 Member*Application*Support*Help is now officially open and staffed. This time is for you to speak with the CSA staff about many of our core products. From CMB to Cashier, from DFMS to WMS/Works, from Business and Customer Portals to Mobile Service Orders, and the UtiliSuite of GIS solutions, our crack team of experts is ready to answer your questions or provide you with a demonstration in a live-system environment.

Reception with Vendors
5:00 p.m. to 6:00 p.m. in Salon EFGH
Join us for a vendor reception. Enjoy light appetizers and your favorite beverage while catching up with old friends and strolling through vendor exhibits.

Wednesday, July 1, 2015 .........................

Registration Desk Open
7:30 a.m. to 4:00 p.m. in the Perdido Beach Resort Lobby

Breakfast
7:30 a.m. to 8:00 a.m. in Foyer CD

Welcome Reception with Vendors
5:00 p.m. to 6:00 p.m. in Salon EFGH
Join us for a welcome reception. Grab an appetizer and your favorite beverage, meet old friends and stroll among the vendor exhibits.

*** SPONSOR: EXCELERON
Pre-Conference Session 1: Orbit CMB 101
8:15 a.m. to 9:45 a.m. in Salon ABC
This session serves the needs of two groups – those currently on Orbit CMB and those moving toward Orbit CMB. First, for those utilities already using Orbit CMB it will serve as a reminder of functionality that is taught but often forgotten soon after the training and conversion process is complete. Users tend to focus on the core windows and functions that they need to complete their assigned tasks and often forget about other basic functionality that could make their job easier. Second, for those not yet on Orbit CMB, this session will provide a preview of the system showing basic navigation, shortcuts, windows, processes and functionality.

Pre-Conference Session 2: Orbit DFMS 101
10:00 a.m. to 11:30 a.m. in Salon ABC
Just like Pre-Conference 1, this session will be valuable to both those attendees already using the Orbit DFMS system and to those soon to make the move to Orbit DFMS. CSA’s comprehensive on-site training at the time of conversion covers a very broad spectrum of topics and users tend to remember the features and functionality that they must remember to do their job. Turnover in employees also contributes to a loss of knowledge about the wide-ranging functionality in the Orbit DFMS system. This session will provide a broad and general overview of functionality in the system and remind users of features they might not be using. And for those about to transition to Orbit DFMS, this session will provide a preview of the system showing basic navigation, shortcuts, windows, processes and functionality.

Pre-Conference Session 3: Orbit Meter Data Management Preview
1:00 p.m. to 1:40 p.m. in Salon ABC
This session will be a 30 minute overview of the new Orbit MDM product with a few minutes left at the end for questions. Central Service Association has completely rewritten the user interface and report builder on the Orbit Meter Data Management system to make it easier to navigate, more powerful and much faster. During this session we will show you some of the “legacy“ information presented in new and exciting ways and we will show some of the newly added functionality that will help your utility on many levels.

General Session 3: Utility/Partner Presentations PLUS Bonus Credit Card Information Session
8:15 a.m. to 10:15 a.m. in Salon ABCD
Utility/Partner Presentations – Three of our affiliated vendors have partnered with member utilities to present during our Utility / Partner presentation segment. Exceleron has teamed up with Clinton Utilities Board (Dudley Fagan) and Southwest Tennessee EMC (Phillip Mullins) to share their experiences of how the Exceleron prepay solution has saved money, reduced write-offs and increased customer satisfaction. Integrity Data and Alcorn County EPA (Sean McGrath) will explain how the Integrity Data Email Suite and Payroll What If Calculator enables ACE to better serve its employees. Finally Sensus has paired with Mayfield Electric and Water System to provide a complete, multi-service AMI solution.

Update on the Credit Card Landscape – Due to the questions surrounding the ever-changing world of credit card processing, rules, rates and regulations, CSA has asked Robert Mohon of The Neil Group to share his knowledge of the upcoming changes regarding credit cards and the new “chip” technology. What are “chip” cards and how do they work? Why do we care? What payments are affected? What does the October 1st deadline mean? Also, information to make you aware of the likely ‘pitches’ utility offices will get from salesmen over the next few months and the possible fraud that will ensue when a manager gives up his personal and business info to someone who is pitching a chip card solution - and the Pitchman is really a fraudster.

Insurance and Retirement Committee Meeting
10:15 a.m. to 12:15 p.m. in the Board Room (BoD only)

Break with Vendors
10:15 a.m. to 10:45 a.m. Salon EFGH

Breakout Session 3A: Special Needs and Reporting for Non-TVA Utilities
10:45 a.m. to 11:50 a.m. in Salon ABC
This session is especially designed for non-electric/non-TVA utilities. It provides an opportunity for them to discuss their special needs and offer additional insight into their way of doing business; both with the CSA staff and their peers. Last year the session was moderated by the Member Services staff but this year we will have Technical Services and Applications personnel available to provide a more diverse discussion.
Welcome to CSA's Annual Users Conference. We have a jam-packed schedule that includes up-to-date information, latest releases, networking between attendees, all accompanied with a whole lot of fun! This program should provide the information you need to plan your activities; but if you need additional information, CSA staff members will be on hand at the registration desk throughout the conference.

Sunday, June 28, 2015 ............................
Registration desk will be open for those coming in early for the Funday/Monday activities
5:00 p.m. to 7:00 p.m. in the Perdido Beach Resort Lobby

Monday, June 29, 2015 ............................
Let's Go Fishing!
6:30 a.m. to 12:30 p.m.
Deep sea fishing trip takes guests approximately 20 miles out in the beautiful Gulf of Mexico where the fish are biting. Please arrive at the Perdido Beach Resort dock 15 minutes prior to the 6:30 am departure.

18th Annual CSA Golf Tournament
7:30 a.m.
Join us for a morning of golf at the beautiful Peninsula Golf Club in Gulf Shores. Please arrive and check in no later than 8:00 am (Shotgun Start at 8:30 a.m.). We will be playing a four-person scramble format so that everyone can have an equal chance of winning!
*** LUNCH SPONSOR: CBIZ
*** REFRESHMENT SPONSOR: ATA

Waterville USA
Waterville USA is a 20 acre waterpark and amusement park located ¼ of a mile from the beach in Gulf Shores. CSA has discount admission tickets to Waterville USA's waterpark which includes all of the water attractions from 10am to 6pm. - 17 water slides, lazy river, wave pool, Shrimp Boat Village, Wa-Wa World, and Flowrider.

Vendor Setup
2:00 p.m. to 4:30 p.m. in Salon EFGH

---

Breakout Session 3B: TVA Service Practice Policies (SPP) Update
10:45 a.m. to 11:50 a.m. in Salon D
In this session, Teresa Taylor, TVA Regulatory Assurance Staff, will provide an update about the new TVA Service Practice Policies. Why are these policies being updated, and what is TVA's regulatory role? What do these new policies mean to your utility? What must you have in place to meet these guidelines? After the general presentation Teresa will be available to address specific questions from the audience.

Board of Directors Photograph
12:00 p.m. at the PBR Lobby Registration Desk

Lunch
12:00 p.m. to 1:00 p.m. in Foyer CD

Breakout Session 4A: UtiliSuite Update – Google Interface, Staking, Map Viewing on a Tablet or Smartphone
1:00 p.m. to 3:00 p.m. in Salon D
This session focuses on the latest developments surrounding UtiliSuite, CSA's suite of GIS solutions for utilities, and will benefit utilities looking to implement a new mapping system or upgrade an existing mapping system as well as utilities that have UtiliSuite installed. See how you can view your utility's network infrastructure on top of the same maps and satellite images you use on the Internet using UtiliTrak's Google interface. With the release of UtiliStake see how utilities now have the ability to manage the life cycle of their staking jobs and integrate their staking process within UtiliTrak. Or, if you're interested in going mobile, see the different ways your utility maps can be viewed from the field using a tablet or smartphone.

Breakout Session 4B / Part 1: Orbit DFMS/Orbit Works Update
1:00 p.m. to 1:50 p.m. in Salon D
The DFMS part of this presentation will cover the coming upgrade to the new version, discussing the changes, enhancements, and providing screen examples to prepare users. WORKS is CSA's new and improved work order system, and this session will showcase new features, such as enhanced navigation, the bulk close of work orders, and general details of how to create transactions for work orders.
• “Question the Crew” question and answer session. CSA will have key staffers on hand to answer your questions in a group setting and if you don't like getting up in front of the group to ask your question we will provide a number to send us questions through SMS text messaging.
• And More!

With all that said, I want to thank you for being here today. This is CSA's primary opportunity each year to share information with our member/owners. It is also a prime opportunity for you and your staff to tap into the knowledge of CSA's employees and other industry experts. Ask questions, see product demonstrations, explore opportunities offered through our “Affiliated Vendors,” and return to your utility a wiser, better prepared and more motivated employee. Again, we offer you a money-back-guarantee. If you or a staff member do not feel that you got your money's worth, just tell us and we will refund your conference fees.

Sincerely,

CENTRAL SERVICE ASSOCIATION

Cell-Free Zone: As a courtesy to our presenters and fellow attendees, we ask that pagers and mobile phones be silenced during all sessions. For necessary use of your mobile phone, please step outside the meeting room to an area that will not disturb the other attendees. Thank you.

All events are Business Casual

Please join us in thanking the companies listed on these pages for their generous support. Express your appreciation to representatives wearing the “Sponsor” nametags.

Got a Question?
CSA Staff will be onhand to answer your questions, provide advice and offer system demonstrations.

- Orbit CMB
- Orbit DFMS
- Orbit Works
- Orbit Business Portal
- Orbit Customer Portal
- Mobile Service Orders
- Orbit MDM
- Orbit Cashier
- UtiliSuite

Bring it to M*A*S*H!

Tuesday, 3:30 - 5:00 p.m & Wednesday from 3:00 p.m. - 4:00 p.m.

Breakout Session 4B / Part 2: Orbit CMB Update
2:00 p.m. to 2:50 p.m. in Salon D
Update of the new build for CMB and new functionality.

Cookie Jar Break with Vendors
2:00 p.m. to 3:00 p.m. Salon EFGH

411 M*A*S*H – Member Application Support & Help
3:00 p.m. to 5:00 p.m. in Azure, Coral, and Emerald Rooms and Hallway
CSA's M*A*S*H unit will be open with our expert staff available to assist members with questions, procedures and demonstrations. Key personnel from the Orbit Suite of products including CIS, DFMS, Works, Cashier, Portals and Mobile Service Orders, MDM will be available, as will our engineers for UtiliSuite.

Vendor Takedown
3:00 p.m. in Salon EFGH

Breakout Session 5A: SSAE16 Audit Standards. What in the world is the Information Security auditor looking at?
3:15 p.m. to 4:15 p.m. in Salon ABC

Breakout Session 5B: Withholding for Garnishments, Levies, Child Support Orders
3:15 p.m. to 4:15 p.m. in Salon D
Withholdings from an employee for court-ordered garnishments are subject to federal and state limitations that may not be the same. (States can set stricter limitations.) Federal limitation guidelines fall under the Consumer Credit Protection Act (CCPA). However, if an employee owes child support, student loans, or taxes, the government or creditor can garnish wages without getting a court order and depending on the type of withholding, the limitations may be different. Throw medical support orders into the formula and the confusion created for the garnishee (employer) gets pronounced. How are the limitations calculated and how are these withholding orders entered and maintained in DFMS?

An open discussion hosted by Mike Bernsen of Columbus Light & Water.
CSA Family Fun Night @ Perdido Beach Resort  
Starting time is 6:30 p.m. – 8:00 dinner beachside  
CSA will occupy both beach decks... one deck will have kid activities sponsored by CCS with face painting, henna tattoo’s, hair braids and wraps. The kids will have their own buffet with chicken strips, hamburgers and hot dogs. It wouldn't be a party without snow cones and cotton candy!

The adults will occupy the larger deck with cool refreshments, an enormous buffet and the Webb Dalton band. Web Dalton is impressive ... he has opened for some prominent people in the music industry like George Strait, Garth Brooks, George Jones, Randy Travis, Travis Tritt and The Romantics, and only scratches the surface of who Webb has worked with over the years. Describing Webb Dalton and his style of music is a cross between Buffett, Haggard, Delbert McCinton & Strait. Webb’s latest CD, “Mine’s Bigger” reveals his diverse style of music and songwriting that has been described as “Rockabilly HonkyTonkin’ RockNRoll”. Although not a fan of being labeled, Webb feels that this description comes pretty close.

For those young at heart, there will be a neon volleyball match and a bonfire on the beach from 8:00 pm to 10:00 p.m. Of course, the bonfire would not be complete without smores! Dress comfortable...come casual and come chill with us on the beach!

*** SPONSOR: MASS MUTUAL  
*** REFRESHMENTS SPONSOR: EXCELERON  
*** ACTIVITY SPONSOR: CASH CYCLE SOLUTIONS

Thursday, July 2, 2015 .........................

Breakfast  
7:30 a.m. to 8:00 a.m. in Foyer CD  
*** BUFFET SPONSOR: VOYA

General Session 4: CSA Reports & Quiz the Crew  
8:15 a.m. to 10:15 a.m. in Salon ABCD  
The final general session will open with reports from the CSA Academy, your CSA Technology Advisory Board, plus the CFO and CEO reports. After that, we will give you an opportunity to “Quiz the Crew!” Any final questions can be addressed to any of the CSA staff members or – if you are feeling a little shy – we will provide a number for you to text in your question.

In late 2013, a group of five member-utility personnel met in Franklin, Tennessee to help us plan our 2014 edition of the Central Service Association Annual User Education Conference (AUEC). This was the first time we had used a defined group of users to provide input into the format and content of the Annual User Conference. Based on the feedback we received both in person and through the surveys, the results were a smashing success.

This year we continue with a whole new group of five members on the Annual User Education Conference Advisory Board, insuring that we will continue to provide a great value with extensive learning opportunities on a broad range of subjects.

One NEW item this year is the 4-1-1 M*A*S*S*H (Member Application Support & Help) area. Our M*A*S*S*H unit may not have Trapper John, Hawkeye, Hot Lips Houlihan or Colonel Potter but we will have some of the brightest CSA support staffers on hand to offer their assistance. Got a question? Bring it to the M*A*S*S*H area. Want to see a product demo? Just stop by the M*A*S*S*H area. Each afternoon we will have time set aside with experts in Orbit CMB, Orbit DFMS, Orbit Works, Orbit Portals and Mobile Services Orders, UtiliSuite, Orbit MDM, and the all new Orbit Cashier available to offer advice and answer questions. Additionally, our expert “system surgeons” will be in and out of the M*A*S*S*H area all day as their schedule allows; ready to offer assistance as needed.

We brought back the pre-conference sessions with Orbit CMB 101 and Orbit DFMS 101. These Monday sessions were offered last year and proved to be a big hit. We also have a preview session of the newly redesigned Orbit Meter Data Management System. In addition, there are three sessions covering CSA Integrations, Engineering Case Studies and TVA’s Pending Rate Restructuring.

Also returning are the balancing sessions from last year. This year the “Balancing Cash” and “Balancing Stats” sessions will be held in one of the large rooms to accommodate the members interested in expanding their knowledge in these areas.

Beyond that your AUEC Advisory Board has come up with a varied conference curriculum designed to broaden the knowledge base of the attendees.

Once again the schedule includes:

• More breakout sessions  
• Sessions that focus on peer-to-peer interaction and not just presentation  
• Monday “pre-conference” sessions  
• “Working Together” presentations where our member utilities show how they use products from CSA's Approved Vendors to make their office more productive.  
• Special sessions for TVA utilities, non-TVA utilities and broadband/telecom utilities  
• “Question the Crew” question and answer session.
Central Service Association and the CSA Board of Directors wish to recognize Mr. Karl Dudley and Mr. Tony Swan upon their retirements.

Our grateful appreciation to Karl Dudley in recognition of his five years of faithful service to the Board of Directors of Central Service Association. [2010-2015] Mr. Dudley served on the Executive Committee and the Strategic Planning Committee.

Replacing them on the 2016 Board will be Mr. Kevin Murphy, Manager, Southwest Tennessee EMC in Brownsville, TN and Mr. Wilson Webb, Manager, Louisville Utilities, Louisville, MS.

Our grateful appreciation to Tony Swan in recognition of his seven years of faithful service to the Board of Directors of Central Service Association. [2008-2015] Mr. Swan served on the Executive Committee and the Strategic Planning Committee.
To Our Members

Innovation never stops! Not in our space as utility leaders and not in CSA’s area of expertise... Information Technology. This innovation drives a symbiotic relationship between the two entities. Never in the past has the relationship between member utilities and CSA been closer, more dynamic or more important. Working together, the Association’s employees and the member utility employees map out and execute the programs needed to meet the demands of technological and regulatory change. As our member-owned association, the culture and passion for service at the utilities is engrained in the culture and passion for service at CSA. In this way, Central Service Association is much more than a vendor, they are a partner that operates as an extended resource base for its members.

Please allow me to take a moment to thank all of the employees of Central Service Association, both past and present, for their dedication to CSA. Their leadership, professionalism and hard work continue to move this Association to new heights. As you will see in the following pages, new systems, new services, enhancements to existing products, and the innovative use of new technologies have placed your Association at the forefront of the industry. I encourage each member to consider CSA’s full range of offerings.

I also invite you to consider CSA’s employee benefit programs. Your Board members are constantly reviewing and adapting these plans to better meet the requirements of your unique employee management needs.

Sincerely,

BOARD OF DIRECTORS
CENTRAL SERVICE ASSOCIATION

William W. Long
Past President

Central Service Association elected new officers at the Annual Stockholder Meeting held May 19, 2015 in Chattanooga, Tennessee. Executives for the 2016 Board of Directors are:

New President
Mr. Mike Manning,
Manager,
Cullman Power Board
Cullman, AL

New Vice President
Mr. Greg Fay,
Manager,
Clinton Utilities Board,
Clinton, TN
The staff of CSA would like to thank the following members of the Annual User Education Conference Advisory Committee. Their input and enthusiasm was invaluable as we constructed this year’s agenda.

- **Kristie McAdoo** - Mayfield Electric, Water and Sewer
- **Mike Bernsen** - Columbus Light and Water
- **Scott Albertson** - Rockwood Electric
- **Michelle Sadler** - Harpeth Valley Water District
- **Randy Clifford** - West Kentucky RECC

The staff of CSA would like to recognize the following members of the Technology Board and the Utility Development Group. These groups have set the course for the Association as we move into a brighter future.

### Technology Board
- **Walt Vineyard** - Cleveland Utilities
- **Marty Ivy** - Mayfield Electric & Water
- **Sean McGrath** - Alcorn County EPA
- **Mike Baughn** - JEA
- **Clark Rucker** - Morristown Utilities Commission
- **Charla Burnette** - Lexington Electric
- **Todd Loggins** - Clinton Utilities Board
- **Erik Brinke** - Blue Ridge Mt. EMC
- **Dan Hicks** - Middle TN Natural Gas
- **BJ Bernard** - Dickson Electric Dept.
- **Billy Gordon** - Southwest TN EMC
- **Steven Dyer** - CSA Chief Technology Officer / Facilitator
- **Emily Sullivan** - CSA Organizational Assistant / Administrator

### Utility Development Group
- **Dwayne Long** - Blue Ridge Mt. EMC
- **Shane Lawson** - Cleveland Utilities
- **Mike Fawbush** - Morristown Utilities Commission
- **Jason Morse** - Middle TN Nat. Gas
- **Roxane Coats** - JEA
- **Richard McConnell** - Blue Ridge Mt. EMC
- **Josh Allen** - CSA Developer Manager
- **Steven Vallarian** - CSA Information Systems Manager

---

**Keith McPeak**  
Vice President - Business Services  
kmcppeak@csa1.com  
662-407-2634

**Charlyc Ray**  
VAR Coordinator, Business Development Support  
cray@csa1.com  
662-407-2233

**Jeffrey Newell**  
Senior Information Systems Representative  
jnewell@csa1.com  
662-407-2633

**Roger Smith**  
Chief Business Development Officer  
rsmith@csa1.com  
662-407-2615

**Polly Pund**  
Project Coordinator – System Implementation  
ppund@csa1.com  
662-407-2628

**Russ Talley**  
Information Systems Representative  
rtalley@csa1.com  
662-402-2624

**Wallace “Speedy” Quandt**  
System Group Mgr  
wquandt@csa1.com  
662-407-2329

**Patty Turk**  
Executive Assistant  
pturk@csa1.com  
662-407-2217

**Tim Rader**  
Regional Account Manager  
trader@csa1.com  
423-458-0669

**Tom Underwood**  
Chief Executive Officer  
tunderwood@csa1.com  
662-407-2213
Vanguard Alliance, a division of CSA, welcomes you to CSA's Annual User Conference! Vanguard Alliance was created as a way to distinguish between CSA's core computer services and other items that have been billed on the CSA invoice.

Your Ticket to an iPad Mini!

Visit each of our participating vendors to receive your passport stamp. Collect stamps from ALL of the vendors and return your completed Vendor Passport for the chance to win an iPad Mini!

Vendor Booths are open Tuesday, June 30 from 9:30 am to 6:30 pm and Wednesday, July 1 from 7:45 am to 8:30 am and 10:15 am to 3:30 pm

Don't miss the Utility/Partner Presentations Wednesday from 8:15 - 10:15 am

About the Cover: Gears - This years' theme is gears, another good analogy for our organization. Every person, every utility, every product or service is a gear that has to turn in sync to move the Association forward. Alone, a single gear spins aimlessly, unable to affect change. It is only when all of these singular gears are brought together and united in action that change, growth and movement can be gained. At CSA, every gear is a valuable piece that contributes to the direction of the whole. Each problem and each solution is an opportunity to oil the gears that move us into the future.

This Annual User Education Conference is our opportunity to bring all the pieces together in one place and define who we are and what direction the Association is going to travel. It is a time to define ourselves as members by our participation in the processes, an opportunity to bring our industry and individual issues to the forefront, and a chance to share in the creation of solutions to benefit the completed whole - a task made stronger by each and every gear meshing harmoniously together.
Sunday, June 28, 2015
5:00 pm to 7:00 pm  Early Registration

Monday, June 29, 2015
6:30 am to 12:30 pm  Deep sea fishing excursion
8:00 am  18th Annual CSA Golf Tournament – Peninsula Golf Club
10:00 am to ...  Waterville USA
8:00 am to 7:00 pm  Registration Desk open
8:15 am to 9:45 am  Pre-Conference Session 1: Orbit CMB 101
10:00 am to 11:30 am  Pre-Conference Session 2: Orbit DFMS 101
1:00 pm to 1:40 pm  Pre-Conference Session 3: Orbit Meter Data Management Preview
1:45 pm to 2:45 pm  Pre-Conference Session 4: Complete Review of Integrations between CSA and third-party vendors
2:30 pm to 4:30 pm  Tech Board Meeting
3:00 pm to 3:40 pm  Pre-Conference Session 5: UtiliTrak’s AMI Interface - See Where the Gremlins Are Affecting Your Electric Distribution Network
3:45 pm to 4:45 pm  Pre-Conference Session 6: TVA Rate Restructuring – What It Looks Like and What It Means To You
5:00 pm to 6:00 pm  Welcome Reception

Tuesday, June 30, 2015
7:30 am to 7:00 pm  Registration Desk open
7:30 am to 8:00 am  Breakfast
8:15 am to 9:30 am  General Session 1: Welcome / Keynote Speaker
9:30 am to 10:00 am  Break in Vendor Room
10:00 am to Noon  General Session 2: CSA Review / Preview & Employee Benefits Panel
Noon to 1:00 pm  Special Recognition Lunch
1:00 pm to 2:00 pm  Breakout Session 1A: Review of Balancing Procedures Part 1 - Balancing Cash
1:00 pm to 2:00 pm  Breakout Session 1B: Booking Pension Liabilities for Munies
2:30 pm to 3:30 pm  Breakout Session 2A: Review of Balancing Procedures Part 2 - Balancing Month End and Stats
2:30 pm to 3:30 pm  Breakout Session 2B: Now That You Have All of That Data ...
3:30 pm to 4:00 pm  Ice Cream Break
3:30 pm to 5:00 pm  411 M*A*S & H – Member Application Support & Help
5:00 pm to 6:00 pm  Reception in Vendor Room

Wednesday, July 1, 2015
7:30 am to 4:00 pm  Registration Desk open
7:30 am to 8:00 am  Breakfast
8:15 am to 10:15 am  General Session 3: Utility/Partner Presentations
10:15 am to 10:45 am  Break in Vendor Room
10:15 am to 12:15 pm  Insurance and Retirement Committee Meeting – (BoD Members only)
10:45 am to 11:50 am  Breakout Session 3A – Special Needs and Reporting for Non-TVA Utilities
10:45 am to 11:50 am  Breakout Session 3B – TVA Service Practice Policies (SPP) Update
Noon to 1:00 pm  Lunch
1:00 pm to 4:00 pm  Board of Directors Meeting – (BoD only)
1:00 pm to 3:00 pm  Breakout Session 4A – UtiliSuite Update – Google Interface, Staking, Mapping on a Tablet or Smartphone
1:00 pm to 1:50 pm  Breakout Session 4B Part 1 – Orbit DFMS/Orbit Works Update
2:00 pm to 2:50 pm  Breakout Session 4B Part 2 – Orbit CMR Update
2:00 pm to 2:30 pm  Cookie Jar Break
3:00 pm to 5:00 pm  411 M*A*S & H – Member Application Support & Help
3:15 pm to 4:15 pm  Breakout Session 5A – SSAE16 Audit Standards. What in the world is the Information Security auditor looking at?
3:15 pm to 4:15 pm  Breakout Session 5B - Withholding for Garnishments, Levies, Child Support Orders
6:30 pm to 9:30 pm  CSA Family Fun Night @ Perdido Beach Resort

Thursday, July 2 2015
7:30 am to 8:00 am  Breakfast
8:15 am to 10:15 am  General Session 4: CSA Reports & Quiz the Crew